

## Communications Industry

### Consumer Contacts that Require Enhanced Processing

#### Presented by Utility Company, Category and Subcategory

### April 2014

This report presents a subset of total consumer contacts reported in Table 1. This data represents consumer contacts that require enhanced processing for resolution of consumers' complaints. These cases are known as Informal Complaints (ICs) and are sent to the appropriate utility for investigation. The utility must respond to the CPUC and address the allegations of the complaint. The following table reports the ICs by utility company and the nature of the complaint by category and the more specific subcategory.

**Table 2 - Communications Industry Contacts:** The companies listed in the table are organized in alphabetical order. Companies' names in this list may not reflect the company name under which services are marketed to the consumer.

Utility Code	Utility Name	Category	Subcategory	Count
IEC5955	Airnex Communications, Inc.	Service	Delayed Orders/Missed Appointments	1
		<b>Total ICs</b>		
LEC1001, CLC1001	AT&T California	Billing	Bill Adjustment	12
		Billing	Bill Not Received	4
		Billing	Bundled Services	3
		Billing	Cramming	4
		Billing	Disputed Customer of Record	1
		Billing	Early Termination Fee - ETF	5
		Billing	High Bill	22
		Billing	Late Payment Charge - LPC	1
		Billing	Other Charges	14
		Billing	Out of Service Credit - OOS	4
		Billing	Slamming	3
		Lifeline	LLB Address Error	3
		Lifeline	LLB Application Request	22
		Lifeline	LLB Approved for Discount	7
		Lifeline	LLB Discount Switched to Other Carrier	1
		Policy and Practices	Abusive Marketing	6
		Policy and Practices	Safety	4
		Service	Call Quality	12
		Service	Dead Zones/Dropped Calls	1
		Service	Delayed Orders/Missed Appointments	14
		Service	Disconnected In Error	4
		Service	Number Portability - Wireless or Landline	4
		Service	Outage	10
			<b>Total ICs</b>	<b>161</b>
CLC5002, IEC5002, CLC6346, IEC6346	AT&T Corp.	Billing	Bill Adjustment	1
		Billing	High Bill	2
		Service	Delayed Orders/Missed Appointments	1
		Service	Number Portability - Wireless or Landline	1
		Service	Outage	2
			<b>Total ICs</b>	<b>7</b>
IEC5800	AT&T Long Distance	Billing	High Bill	1
			<b>Total ICs</b>	<b>1</b>

Utility Code	Utility Name	Category	Subcategory	Count
CEC3021	AT&T Mobility	Billing	Bill Adjustment	3
		Billing	Early Termination Fee - ETF	4
		Billing	High Bill	6
		Billing	Other Charges	3
		Policy and Practices	Abusive Marketing	1
		Service	Delayed Orders/Missed Appointments	2
		Service	Refusal To Serve	1
			<b>Total ICs</b>	<b>20</b>
CLC6446	Cbeyond Communications, LLC	Billing	Disputed Customer of Record	1
			<b>Total ICs</b>	<b>1</b>
CLC6878, CLR6878, IEC6878	Charter Fiberlink CA-CCO, LLC	Billing	Other Charges	1
			<b>Total ICs</b>	<b>1</b>
IEC6039	Clear World Communications Corp.	Billing	High Bill	1
			<b>Total ICs</b>	<b>1</b>
CLC5698, IEC5698	Comcast Digital Phone	Billing	Out of Service Credit - OOS	1
		Policy and Practices	Abusive Marketing	1
		Service	Disconnected In Error	1
		Service	Outage	1
			<b>Total ICs</b>	<b>4</b>
IER6984	Consumer Telcom, Inc.	Billing	High Bill	1
			<b>Total ICs</b>	<b>1</b>
CLC5684, IEC5684	Cox, Cox Communications, Cox Business	Billing	Bill Adjustment	2
		Billing	Disputed Customer of Record	1
		Billing	High Bill	2
		Lifeline	LLB Application Request	1
		Lifeline	LLB Approved for Discount	1
			<b>Total ICs</b>	<b>7</b>
CLC7199	Crexendo Business Solutions, Inc.	Billing	Early Termination Fee - ETF	1
			<b>Total ICs</b>	<b>1</b>
CEC3076	Cricket Communications, Inc.	Lifeline	LLB Approved for Discount	1
			<b>Total ICs</b>	<b>1</b>
DVS1103	Datavo, Inc.	Billing	Cramming	1
			<b>Total ICs</b>	<b>1</b>
IEC7167	Frontier Communications Online & LD	Billing	Other Charges	1
			<b>Total ICs</b>	<b>1</b>
CLC5941	Level 3 Communications, LLC	Service	Disconnected In Error	1
			<b>Total ICs</b>	<b>1</b>
IER6532	Long Distance Consolidated Billing Co.	Billing	Slamming	1
			<b>Total ICs</b>	<b>1</b>
CEC3079	MetroPCS California, LLC	Service	Call Quality	1
			<b>Total ICs</b>	<b>1</b>
IER6799	National Access Long Distance, Inc.	Policy and Practices	Abusive Marketing	1
			<b>Total ICs</b>	<b>1</b>
CLC5502, CLR5502, IEC5502	Preferred Long Distance, Inc.	Billing	Bill Adjustment	1
		Billing	Other Charges	1
		Billing	Slamming	1
		Policy and Practices	Abusive Marketing	1
			<b>Total ICs</b>	<b>4</b>

Utility Code	Utility Name	Category	Subcategory	Count
IER6882	Quasar Communications	Billing	Slamming	1
			<b>Total ICs</b>	<b>1</b>
CER4387	Reachout Wireless	Billing	Slamming	1
		Lifeline	LLB Address Error	1
		Lifeline	LLB Application Request	2
		Lifeline	LLB Discount Switched to Other Carrier	1
		Lifeline	LLB Federal Program/Equipment	2
			<b>Total ICs</b>	<b>7</b>
LEC1016	Sierra Telephone Company, Inc.	Lifeline	LLB Address Error	1
			<b>Total ICs</b>	<b>1</b>
CLC5112, IEC 5112	Sprint Communications Company, LP	Billing	High Bill	2
		Service	Call Quality	1
			<b>Total ICs</b>	<b>3</b>
CER4332	Sprint PCS	Billing	Early Termination Fee - ETF	1
		Billing	Late Payment Charge - LPC	1
		Service	Dead Zones/Dropped Calls	1
			<b>Total ICs</b>	<b>3</b>
PCC3064	Sprint Telephony PCS, LP	Billing	Bill Adjustment	3
		Billing	Early Termination Fee - ETF	3
		Billing	High Bill	3
		Billing	Other Charges	1
		Billing	Payment Error	1
		Policy and Practices	Abusive Marketing	1
		Service	Call Quality	1
		Service	Dead Zones/Dropped Calls	1
			<b>Total ICs</b>	<b>14</b>
IEC5918	Startec Global Communication	Billing	Cramming/3rd Party Billing	1
			<b>Total ICs</b>	<b>1</b>
CER4380	Surelink Mobile	Lifeline	LLB Federal Program/Equipment	2
			<b>Total ICs</b>	<b>2</b>
IER6804	Tele Circuit Network Corporation	Billing	Cramming/3rd Party Billing	1
			<b>Total ICs</b>	<b>1</b>
IEC7244	Telecircuit Network Corporation	Billing	Slamming	1
			<b>Total ICs</b>	<b>1</b>
CLC5721, CLC5859, CLR5721, IEC5248, IEC5859	Telepacific Communications	Billing	High Bill	2
		Billing	Early Termination Fee - ETF	2
		Billing	Other Charges	1
		Policy and Practices	Abusive Marketing	1
		Service	Call Quality	2
		Service	Outage	1
			<b>Total ICs</b>	<b>9</b>
IER6444	Teleuno, Inc.	Billing	Slamming	1
			<b>Total ICs</b>	<b>1</b>
CEC3056	T-Mobile	Billing	Bill Adjustment	2
		Billing	Cramming	1
		Billing	Disputed Customer of Record	1
		Billing	Early Termination Fee - ETF	1
		Billing	High Bill	1
		Billing	Other Charges	3
		Policy and Practices	Obscene/Threatening/Harassing Calls	1
		Service	Call Quality	1
			<b>Total ICs</b>	<b>11</b>

Utility Code	Utility Name	Category	Subcategory	Count
CER4231	Tracfone Wireless	Policy and Practices	Abusive Marketing	1
			<b>Total ICs</b>	<b>1</b>
IEC5920	U.S. Telecom Long Distance, Inc.	Billing	Slamming	1
			<b>Total ICs</b>	<b>1</b>
IER7170	United Telecom, Inc.	Policy and Practices	Abusive Marketing	2
			<b>Total ICs</b>	<b>2</b>
CLC5253, IEC5253	Verizon Access Transmission Services	Billing	High Bill	2
			<b>Total ICs</b>	<b>2</b>
LEC1002, CLC1002	Verizon California, Inc.	Billing	Bill Adjustment	2
		Billing	Cramming	1
		Billing	Early Termination Fee - ETF	1
		Billing	High Bill	6
		Billing	Other Charges	2
		Billing	Payment Error	2
		Billing	Slamming	1
		Lifeline	LLB Application Request	2
		Lifeline	LLB Approved for Discount	2
		Policy and Practices	Abusive Marketing	2
		Service	Call Quality	3
		Service	Delayed Orders/Missed Appointments	2
		Service	Disconnected In Error	2
		Service	Disconnection Non Payment	1
		Service	Number Portability - Wireless or Landline	1
		Service	Outage	7
		Service	Refusal To Serve	2
			<b>Total ICs</b>	<b>39</b>
IEC5732	Verizon Long Distance LLC	Billing	Cramming	1
		Billing	Slamming	1
			<b>Total ICs</b>	<b>2</b>
CEC3029	Verizon Wireless	Billing	Bill Adjustment	12
		Billing	Bundled Services	1
		Billing	Cramming	1
		Billing	Early Termination Fee - ETF	6
		Billing	High Bill	10
		Billing	Other Charges	6
		Policy and Practices	Abusive Marketing	4
		Service	Dead Zones/Dropped Calls	1
		Service	Delayed Orders/Missed Appointments	1
		Service	Disconnected In Error	2
		Service	Number Portability - Wireless or Landline	1
		Service	Refusal To Serve	1
	<b>Total ICs</b>	<b>46</b>		
IER7117	Veza Telecom, Inc.	Billing	Slamming	1
			<b>Total ICs</b>	<b>1</b>
CER4327	Virgin Mobile USA, LP	Lifeline-Billing	LLB Application Request	2
		Lifeline-Billing	LLB Federal Program/Equipment	2
			<b>Total ICs</b>	<b>4</b>
CLC5553, IEC5553	XO Communications Services	Billing	Other Charges	1
			<b>Total ICs</b>	<b>1</b>
<b>Total ICs Sent <sup>1</sup></b>				<b>371</b>

<sup>1</sup> Due to the carryover of cases received in previous months, there are slight differences between the total number of ICs sent to the utilities and the number of written contacts received in a month.